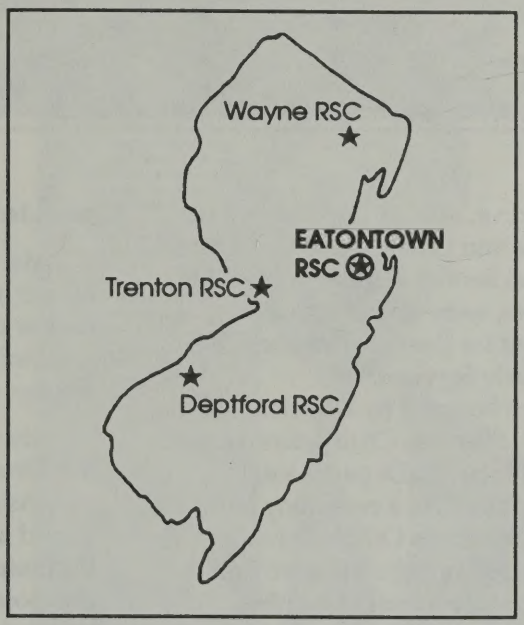
TALE LITE

MVS to open fourth regional service center in Eatontown

Benefits motorists of central New Jersey

Motor Vehicles' fourth regional service center will open this month, in Eatontown, Monmouth County.

Located in the same building as the current Eatontown Motor Vehicle Agency on Route 36, the regional service center will handle driver license conferences, license suspension and surcharge problems, and support the Commercial Driver License and Uninsured Motorist Program.



MVS Director Skip Lee said that the facility will make it more convenient for central New Jersey motorists to conduct motor vehicle business.

Shortens Drive Time

"Motorists in Monmouth, Middlesex and Ocean counties now have to drive at least an hour to Trenton, Wayne or Deptford to resolve surcharge problems or attend driver conferences," Lee said. "With the opening of the Eatontown center, we can bring these services right within their backyard."

Staffing for the new facility was done from within the organization, saving the division almost $1 million.

"The good news is that by using resources from within MVS, we were able to save money and stay within our budget, but we could only stretch our resources so far," he said. "To accomplish this, we were forced to close the Clifton facility."

When the Clifton Agency closes on March 19, employees working at this facility will be transferred to the Wayne Regional Service Center, while employees from the Wayne center will join the Eatontown regional staff.

Training for all employees moving to both regional centers is underway.

Director Lee added that full staffing at all four regional service centers is a top priority, since the division will start phase two of the Uninsured Motorist Program shortly. Designed to identify New Jersey motorists who are currently driving without insurance (about 300,000), the second phase of the program is expected to significantly increase volumes at the regional centers.

GRAND OPENING
NJL&PS CREDIT UNION

Prize Winners Announced

First prize:
Portable television
Maria Jackson, *Technical Support*

Second prize:
Dinner for two at a Trenton restaurant
Jeanne McIlhenney, *Personnel*

Third prize:
35mm Minolta camera
Bonnie Fales, *Data Output*

See story on page 4.

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Motor Vehicle Services

Cost-saving ideas pay off for MVS employees

Ed Green, third from left, Support Services Representative 2 in Revenue Administration, receives a $370 suggestion award from Jeanne Paulsen, Acting Assistant Director of Information and Systems Management, and Hedy Ciernak, Chairperson of the Law and Public Safety Departmental Awards Committee. Looking on are Ron Fuydal, left, Manager of Systems Management, and Hector Maldonado, right, one of the division's representatives to the State Awards Committee. Green's suggestion was sending surcharge bills to customers in mailing permit envelopes. This method saves the time and cost of using a postage meter on each envelope.

Janet Shreve, Record Technician 2 in Driver Fitness and Control, and Geraldine Allen, Support Service Representative 2 in Motor Carriers, were state suggestion award winners for their cost-saving ideas at Motor Vehicle Services.

They were honored by Director Skip Lee and Hedy Ciernak, Chairperson of the Law and Public Safety Departmental Awards Committee, in a ceremony January 19 in the Director's Office. Driver Control Services Manager Howard Pollak, Motor Carriers Supervisors Dorothy Rollins and Michelle Curry, and Steve Levine, one of the division's representatives of the State Awards Committee, also attended to congratulate the recipients.

Ms. Shreve received a $3,225 award for her suggestion to reduce accident review categories from nine to five by combining categories, which resulted in a savings of time and materials.

Ms. Allen's award of $85.55 was for her idea to eliminate overweight and over-dimensional truck and trailer permits bound in books for customers coming to the counter. Instead, she suggested that the loose permits for customers calling on the phone also be used for the counter customers. This would do away with ordering book-bound permits in bulk.

At the state suggestion awards ceremony are, from left, Director Skip Lee, Geraldine Allen, Janet Shreve, Hedy Ciernak and Steve Levine.

Betty Jean Perkins, Support Services Representative 2 in the Bus Application Unit of Data Output, is recuperating from liver transplant surgery in John Hopkins, Baltimore. The procedure was performed December 26, 1992 in the University of Pennsylvania Medical Center, Philadelphia. Her co-workers in the division wish her a speedy recover. Betty is an eligible recipient of the newly initiated Donated Sick Leave Program. Anyone interested in contributing on her behalf should contact Joan Horn in Personnel at 292-4821.

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Happy and healthy retirement wishes to **Manh Thi Duong**, who retired on December 31, 1992 and now lives in San Francisco. A 13-year employee, she writes that she plans to apply for a job with California Motor Vehicles. She was Support Services Representative 3 in the Accident Reporting Unit.

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The Personnel Bureau extends its condolences to Antoinette Williams, Personnel Aide 1, on the death of her father, Joseph de Beaumont, on January 8.

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Congratulations to Safety Specialist 2 Isiah Westley, of the Millville Inspection

(continued on page 4)

Director Skip Lee presents Robert Lanza a retirement letter and plaque for completing a 23-year career with MVS. He was Supervisor 3 at the Lodi Inspection Station before his retirement December 1, 1992. A Navy veteran, he joined the division in May 1969 as Examiner, rising through the ranks to Supervisor 3 in April 1990. In 1984, he received a heroism award for rescuing a motorist trapped in an overturned car that was leaking gas outside the Ridgewood Inspection Station.

Grand Opening Celebration for L&PS Credit Union

The Law and Public Safety Credit Union held a grand opening of its new office on the first floor of the headquarters building February 8 through February 11 with refreshments offered to all visitors.

Joining Credit Union officials at dedication ceremonies on February 11 were Director Skip Lee and Deputy Director Michael Santaniello.

Ron Suback, Manager, said part of the grand opening included a drawing for prizes available to anyone who opened a new account or applied for a loan. First prize was a portable television, won by Maria Jackson of Technical Support; second prize, dinner for two at a Trenton restaurant, won by Jeanne McIlhenney of Personnel and third prize, a 35mm Minolta camera, won by Bonnie Fales of Data Output. The drawing was held after hours on February 11.

The walk-in office hours are 8:30 a.m. to 2:30 p.m. Monday through Friday, and 8:30 a.m. to 3:30 p.m. on payroll Thursday only. The phone number is 609-292-0213.

The Credit Union expects to be offering a VISA card to members sometime in the second quarter of the year, Suback said.

Credit Union services include savings accounts, interest bearing checking accounts, high yield certificates of deposit, low new and used auto loans, personal loans, and no-fee home equity loans.

Barry Wood (left), President of the Credit Union League, presents George T. Coyle, President of the L&PS Credit Union, with a League plaque dedicating the new offices in the Motor Vehicles Building, as Director Skip Lee offers his congratulations.

MVS TALK

(continued)

Station, on becoming a new dad. "Ike" and proud mom, Janet, welcomed their first child, Kiresten V. V. Westley, to the family on January 10. Born at Cooper Medical Center, Camden, Kiresten weighed six pounds, eight ounces.

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Congratulations to **James R. Wills**, Safety Specialist 1 at the Deptford Inspection Station, on becoming a new dad. James and Noreen welcomed Colleen Patricia on January 25 at Cooper Medical Center in Camden. Colleen, weighing seven pounds, eight ounces, joins a sister, Bridget. James' brother, Bill Wills, Safety Specialist 2 at the station, becomes an uncle again!

• • •

New Neighbors Arriving at MVS Administration Building

Division of Highway Traffic Safety and the Department of Education slated to move

Motor Vehicle Services is about to welcome new neighbors to its headquarters building.

Plans call for the Division of Highway Traffic Safety to move into part of the East Wing of the 5th floor and a portion of the East Wing of the 3rd floor.

At the same time, plans are being made for the Department of Education (DOE) to relocate to the West Wing of the 8th floor and entire 7th floor for a two-year period due to a serious asbestos problem in the building they currently occupy.

Art Biggs, Manager of Facilities Management, said that due to the urgency of relocating DOE people, "we expect to commence movement of personnel and equipment very soon and hope to complete temporary relocation of MVS personnel by the end of March.

This is the target date to be able to do the necessary things quickly to get DOE into the building in a reasonable time frame, he said.

An exact timetable for both moves has not yet been determined.

"We are in the process of finalizing MVS employee relocation plans in support of these two moves and will keep you posted when they develop," Director Skip Lee said.

"Our objective will be to maintain our business adjacencies as much as possible. However, there will be some employee movement between floors and possibly between the Administration Building and the Trenton Regional Service Center," he said.

"In advance, thank you for your cooperation and sacrifice for the sake of your fellow workers in Education and Highway Traffic Safety," Lee concluded.

Chief of Staff Edwin G. Carman presents a Veterans of Foreign Wars license plate to Harry Kane, left, of the VFW. Participating in the ceremony at the War Memorial on December 16 were Acting Assistant Director Jeanne Paulsen of Information and Systems Management; Debbie Massari, Coordinator, Special Services; Richard Bernard, Deputy Commissioner of Veterans Affairs: and Pat Botbyl, VFW representative. The plates, with the VFW emblem, are being made available under the division's special organizational plate program.

Great improvements . . .

I would like to compliment you and your staff on the efficient, effective service you recently provided.

I recently purchased title, registration and plates for a "new" (to me) car at your Springfield operation. The three people I spoke to were courteous and professional. Although there was a large group of customers, I was able to get everything I needed and leave in less than 1/2 hour.

You have made great improvements and you are to be congratulated.

Rob Gibby
Chatham

Polite, professional employees . . .

I just wanted to drop you a note to commend a few of the people I dealt with last week.

I had a slight problem and the three people I spoke to were very courteous, professional and most of all helpful.

These three women: Antoinette Reed, Gwendolyn Davis and Evelyn Ranalli answered all my questions and enabled me to expediently resolve the problem.

It is refreshing to know that the D.M.V. has such polite, professional employees and that all the horror stories are very much exaggerated.

Please relay to these women my appreciation for all their help.

Anthony Giordano
Short Hills

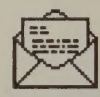
Highest of praise. . .

. . . I had the pleasure of accompanying my orphaned grandson, Charles R. Fredrickson, of Beachwood, N.J., to your Eatontown examination center.

As you well know a day such as this is a highlight in the average young man's life. Naturally, too, most youths are more apprehensive about a driving exam than they are about most ordeals that they encounter in their young lives. My grandson's nervousness evaporated considerably when we went into the office and were cordially and courteously received by Jackie Curtis, who very politely told the youngster what to do and where to wait. Her attitude was the same to about four other youngsters waiting their turn.

Subsequently my young man was taken off on his driving test by Charles Hall, who, according to my grandson, was likewise polite and courteous. I had observed Mr. Hall talking to the other applicants and I likewise found him to be a public servant to be commended along with Ms. Curtis for their excellent attitudes in dealing with young people. It is often that civil service employees are talked of in disparaging tones and I felt that this occasion warranted only the highest of praise and that you should know of the fine attitude of these two employees.

Stanley Rutkowski
Lawrenceville



Convenient, time saving . . .

I was pleased to avail your services of renewal of driving license and registration by mail very recently and got both of your services.

It is so convenient, time saving, without any hassle and accomplishment of the job, even without knowing that I had to do anything to get the job done and that too for just 29 cents. It is unbelievable. I strongly recommend other motorists to avail of you mail services.

Congratulations on your accomplishment to accomplish our obligations without pain and effort.

Ashok Mehta
North Bergen

TALE LITE

Jim Florio, Governor
Robert J. Del Tufo, Attorney General
Skip Lee, Director, Motor Vehicle Services

TALE LITE Staff: Letitia Cackowsky, Toni Haney, Edyth Hetman, Debbi Hutton, George Robinson, Maureen Sczpanski and Katherine Ziolkowski. Printed at the Motor Vehicle Services Print Shop.

Employees are invited to share their newsworthy stories, opinions and ideas by calling 609-292-6908, by mailing them to the Communications Office, CN 164, Trenton, NJ 08666, or by coming in person to the 9th floor - West, 225 E. State St., Trenton, NJ.

LAPS
Department of Law and Public Safety
Division of Motor Vehicles